



**State of Utah**

**Product Description**  
**Product Number: 4205.02.15**

## **POINT OF SALE SYSTEM (TRIVERSITY / SAP / RI-2)**

**Effective Date:** July 1, 2014  
**Revision Date:** March 30, 2014.  
**Version:** 1.0.0  
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The Point of Sale (POS) system is a real-time application used to transact the sale of alcoholic beverages throughout the State. It is a third-party Sybase SQL Anywhere application which interfaces with the Warehouse Management System (WMS) on DABC's enterprise server through the use of a translator. The POS system provides all functionality for tracking sales and the processing of financial transactions including credit/debit cards, checks, cash and ACH.

From a Desktop Support perspective it should be noted that each Point-of-Sale station is comprised of a CPU and monitor, POS keyboard, cash drawer, product scanning device, credit card swipe and signature capture device, and receipt printer all of which are integrated into a single workstation with commercial software, custom software and appropriately configured device drivers.

In order to be "ready for business" all Point-of-Sale stations receive daily software updates that include product listing and prices, tax tables, and any changes to vendor-provided or custom written software. All of this is provided via a scripted "push" from the DABC Corporate Office and all stations are equipped with a roll-back capability to assist Desktop personnel in "first contact resolution" of issues. Because the POS workstations are isolated from the state-wide network (for PCI purposes), Operating System and Virus Protection updates and patches are tested in a laboratory environment before being pushed to the stores.

The hours of support required for the Point of Sale System are listed below.

Application	Support Hours	Days of Week
POS	10 am to 10 pm, 6 Days/Week (Excluding Sundays)	Monday - Saturday

### **Product Features and Descriptions**

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Feature	Description
Retail Sales	Provides checkout Point of Sale operation for walk-in customers. This consists of product scanning, bottle count, and sales total; payment tendering by cash, check, credit/debit card and ACH, electronic signature capture, Electronic Funds Transfer (EFT) verification as required; receipt printing, and cash drawer operation.
Licensee Sales	Provides Point of Sale operation for the private clubs, bars and restaurants. This consists of product lookup, encumbrance and pickup; and payment tendering as detailed above for retail sales.
Cash loans and Pickups	Provides cash-register float (loan) handling, and the tracking of cashier drops and manager pickups.
Electronic Journal	Tracks up to 12 months of detailed sales history at the store level, and at least 3 years of history at the corporate office. This journal includes the captured signature for all credit card transactions.
Cashiering	Provides functions for drawer balancing, end-of-day reconciliation by payment type, and financial reporting for bank deposits.
Inventory Movement	Provides real time inventory tracking within each store, including encumbrances initiated by online/phone-in licensee orders & sales. Also provides inventory count functions during periodic audits.
Transaction Management	Manages status of transactions that are suspended for various reasons and allows correction and completion of these transactions. Provides for transaction reversals and loss prevention tracking.
Reporting	Generates reports for store manager, accounting, and administration to assist with the above features and the management of retail sales.
Interfaces with 3 <sup>rd</sup> Party Applications	The application interfaces with the Warehouse Management System (WMS), and the Electronic Funds Transfer (EFT) processing system.
Data Extracts	End-of-day detailed transaction logs are uploaded to the WMS at the DABC main office for processing to relieve inventory, populate the sales audit files, and support financial reconciliations.
Program modifications	Program bug fixes and/or system enhancements are deployed on schedule as prioritized and agreed upon by the DABC executive management and the ITAC members.
System Response Time	The on-site server location provides stores with an instantaneous response to user requests and other system interfaces including retail sales operations, product ordering, and inventory control functions. Credit/debit card operations complete within 4 seconds.

## Features Not Included

Feature	Explanation
User Training	DTS support does not include the updating of user training manuals or user training. DABC has a trainer that provides this service.

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### Rates and Billing

Feature	Description	Base Rate
DBA Support	Monitors backups, purges and resizing of database table spaces on a weekly basis	See DTS Approved Rate. 1 DBA
Network Support	Monitoring, troubleshooting, and support to ensure availability and performance during regular business hours	Enterprise DTS staff within established rates.
Operational Support	Monitoring of essential software functions including daily sales uploads, software and patch pushes, and maintenance of store-based software configurations.	On-site Tech Support Specialists within established rates.
POS Desktop Support	Replacement and maintenance of the POS Desktops. This includes peripherals (printer, scanner, slip printer, cash drawer, and credit processing hardware).	On-site Tech Support Specialists with 24/7 on-call response - within established rates.
Custom Code Maintenance	Programming, Alpha/Beta Testing as necessary to support, maintain, and develop custom applications that interface with the POS system, and to correct discrepancies between the POS and the corporate system.	See DTS Approved Rate 4 Programmer/Analysts
Contract Administration	DTS provides the operation, maintenance, and renewal assistance for DABC Contract with the software provider. This includes amendments, and contract spend ceiling.	IT Manager + DTS Contracts Staff.

### Ordering and Provisioning

POS issues are reported to the technical support staff using the Help Desk process currently in place. Hardware issues are handled by technical support staff, core package bugs are reported to the appropriate software vendor, and custom code issues are passed to the application development group for diagnosis, prioritization, and remediation.

Newer versions of the POS software are deployed to the DABC retail stores on a 3-4 year rotation schedule. This refresh process ensures that the hardware and operating systems are up to date and supported by the product vendors.

### DTS Responsibilities

1. Manage the DTS personnel resources to ensure efficient and effective support of the POS System and essential interfaces including hardware/software installation, operation, maintenance, upgrades, periodic replacement and associated contracts.
2. PCI responsibilities are still being defined.

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3. Ensure that POS upgrades/enhancements are deployed with minimal impact on the business, and that 3<sup>rd</sup> party organizations involved in payment processing are informed of changes which may affect their operations.
4. Provide security services as necessary to ensure adequate protection of data and financial transactions. This includes firewalls, routers, switches, O/S patching, virus/malware protection, data protection, and PCI compliance.
5. Assist the agency in evaluating legislative changes that may impact POS operations.
6. Provide knowledge transfer of POS upgrades to the agency trainer responsible for user training.
7. Maintain an in-house lab replicating a functional store configuration. This lab will be used to test configuration and software changes prior to their deployment to the production environment.
8. Support retail stores as necessary to accommodate regular business hours (08:00 – 22:00 Monday to Saturday). This requires on-call time for appropriately skilled DTS personnel outside the 40-hour week.
9. Risk Assessments recently completed at DABC identified existing mitigation controls that are in effect at this time. DTS will verify and test all existing mitigation controls that are associated with DTS responsibilities.

## Agency Responsibilities

1. Define business requirements for POS configuration and application changes.
2. PCI responsibilities are still being defined.
3. Report bugs to DTS through the established helpdesk. Identify what the user was doing when the bug occurred, any error messages encountered and steps to reproduce the problem.
4. Perform acceptance testing of bug fixes, requested enhancements, and upgrade releases.
5. Create and maintain POS operation manuals and provide user training to ensure the standardized operation of POS devices.
6. Provide the financing necessary for the POS installations including hardware/software upgrades or replacements, device certification by software vendors, and annual software maintenance costs.
7. Risk Assessments recently completed at DABC identified existing mitigation controls that are in effect at this time. DABC will verify and test all existing mitigation controls that are associated with DTS functions.

## DTS Service Levels and Metrics

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In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Availability during production hours based on 12 Hrs/Day, 6 Days/Week (18,720 min/mo).	99% Availability

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	95%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%

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Critical priority – 30 Clock minutes	95%
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### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	95% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	95% of respondents satisfied